

eNation News

News and information for EMSI's unified nation of examiners.

July 2010



From The President

Investing in sales and marketing to drive revenue

As you know, our focus for this year is driving "High Octane" performance, which translates into increasing exam revenue for your exam office(s). In the last issue of eNation, I challenged each of you to obtain four new exam orders each day. I hope that you've embraced this challenge and continue to pursue it throughout the remainder of FY2011. For those of you who haven't, I strongly urge you to make this your focus.

We all have different strengths. Some of us may be better at operations, others may be better at managing finances, but what is going to drive sales for your office is focusing on sales, marketing and making investments in your business. Sales might not come naturally for you, but being a better sales person doesn't necessarily mean that you have to pound the streets every single day.

(Continued on page 2)

Exciting HSD New Business Announcement

By Mike Pedevilla, program manager, Healthcare Services-Workplace

On June 23rd, HSD Workplace Services announced the addition of new business through EMSI's longstanding partner, eScreen. Effective July 1, 2010, EMSI began providing collection services for 191 Wal-Mart Distribution Centers (DC) nationwide. The account set-up process is complete and the spec may be found in S2 as follows: 270521018 Wal-Mart Distribution Centers/eScreen.

Wal-Mart Stores, Inc. is a publicly traded corporation that operates large discount department stores and membership-required warehouse stores. Founded by Sam Walton in 1962, incorporated in 1969, and traded on the New York Stock Exchange in 1972, Wal-Mart (WMT) is now listed as the world's largest corporation by revenue. Headquartered in Bentonville, AR it is the largest grocery retailer in the U.S..

(Continued on page 2)

Sales Corner

A Farewell

By Mike Gaines, senior vice president, Insurance Services

Effective mid-August, I will retire from EMSI, certainly with very mixed emotions. EMSI has been on a path from good to great over the last few years; and if not there yet, we are close. There are so many new and exciting initiatives rolling out that on the one hand I hate to leave; on the other, well, the future I face is with grandkids, golf, travel, etc. Life is good!



(Continued on page 3)

3 An Examiner's Perspective

Read one examiner's thoughts on great customer service

5 Lesson in Disaster Preparedness

Are you ready should a disaster strike?

8 Satisfied Customers

Read some great comments about our examiners

More Inside:

Under the Microscope	4
Help Prevent Bruising and Hematomas in Blood Draws	5
Reminders and Recaps	5
Securing Paper Documents	6
Handling Customer Complaints	7
Looking for Sales Ideas	7
Quality Matters	9
Customer Specification Changes	19
Offices of Excellence	11



lead and innovate

Get on the track and drive sales

(Continued from page 1)

It's easy to get started, just follow a few of these important tips:

- » **Build relationships with your customers** – think of your customers as your friends. Ask them how they are doing, what you can help with or what they have planned for the week. Your friends are loyal to you and your customers will be too.
- » **Answer your phone** – sure you are busy, but make certain you pick up the phone when it rings, it could be a potential sale; or at the very least, an opportunity to talk with a customer.
- » **Listen to your customers** – whether good or bad, listen to what your customers have to say. Most people just want someone to listen to them. It's really that easy.
- » **Be personally accountable** – the examiner didn't show, paperwork was not completed correctly; it might not be your fault, but take responsibility anyway.

“Unless you try to do something beyond what you have already mastered, you will never grow.”

-Ronald B. Osborn

Having strong relationships with your customers is powerful and is the foundation for an effective sales and marketing strategy. If you don't feel comfortable hitting the streets, then maybe it's time to think about hiring a sales and marketing professional. Many experienced marketing and sales professionals will work as contractors, which requires less paperwork and expense on your part. Also, don't forget about your regional sales manager who can help you in a variety of ways including lead generation, assisting you in sales calls and working with you on how to best reach agents in your area. We have focused a great amount of resources on our #1 strategic priority, revenue growth. You have our commitment to work with you on this objective.

Invest in your business, follow the four tips listed above and work with your regional sales manager. Once you do this, you'll be on your way to obtaining four new exam orders each day.

Let's get out there together. Let's rev up our engines and win some customers!

Mark Davis

Exciting HSD New Business Announcement

(Continued from page 1)

Collections will be completed as traditional drug screens, wherein a single or split sample will be collected within a secure restroom provided on site at the DC. Samples will be sealed and prepared for shipping as normal and will be sent by overnight courier to the laboratory. Kits, Custody and Control Forms (Federal), Wal-Mart People Pass Form (Non-Federal), and overnight air bills will be stocked on site by the DC.

All collection events will be scheduled via the EMSI Call Center; therefore, all test event information will be provided to the branch office network through the S2 Work Ticket. The DCs have been preparing secure restroom sites at each location for this new program and laboratory supplies have been arriving at each location. Random testing is already underway at many of the DCs.

Prior to the first collection event, the local EMSI branch office must have a collector visit the DC. The purpose of such “site visits” is to meet the local management at each DC, experience parking and building access procedures and to view the inside of the facility, in particular noting where the secure restroom facility has been designated.

This is a very large and exciting opportunity and is an important undertaking for our organization. We could not be awarded new business such as this, if it wasn't for the collective efforts of EMSI, including our branch office and collection personnel. Thank you in advance for your best efforts and contributions towards the successful launch of this new program.

Under the Microscope

Examining the Beaumont Office

85 I-10 North, Suite 202

Beaumont, TX 77707

Phone: 409-832-2505

Fax: 409-832-2979

beaumont.exam@emsinet.com

Manager: Shelia Baker

In 1986, I got into the business because I wanted to balance being an examiner and a mom to my three children. Now, I have one grandchild and have celebrated my 34th wedding anniversary with my husband.

My long-term goal for the Beaumont office is to bring in so much business that we will be required to move to a larger office and hire more employees! Besides managing the exam office, my husband and I bail hay in our spare time.

Names of office staff:

Melissa Harvey, lead TA and HSD examiner

Wanda Allison, TA

April Ward, TA

Linda Dickerson, examiner

Hope Netterville, examiner

Samantha Poindexter, examiner

Territories covered: Southeast Texas

Years in business: 24 years, 10 years with EMSI

Services provided: Exams, Wellness, Clinical, HSD, TWIC and Finger Print and DNA Services

Special marketing or sales efforts:

We send letters, packets and have hand-outs available for our customers. We also visit hospitals, law offices and the local Health Department.

Strongest service-oriented attribute: I know everyone.

Biggest challenge facing your business:

In our small office, we all wear many hats and sometimes it can be very challenging.

Most rewarding aspect of your business: The most rewarding aspect is helping people and getting paid for it!

Tips for successful exams that you or your examiners have discovered:

Always be organized. Never turn down work. An agent that gives your office only five exams a year is five more than you had.

Special events in your office (celebrations, recognitions, volunteering, incentive programs):

We celebrate everyone's birthday.

Favorite funny or unusual exam story:

Linda Dickerson, one of our examiners, was at an applicant's house in the middle of summer with NO air conditioning and it was about 98 degrees. When she finished with the exam, she got into her car and removed her glasses so that she could wipe her face and put her supplies away. All of a sudden, a big Golden Retriever ran up to her car and grabbed her glasses. She turned around and started running after the dog that went into a corn field. When she finally caught the dog, she walked back to her car and then heard three men who were next door working on a car laughing at her. All she could do was laugh with them.

Thank you Beaumont office for all you do! ■



Back Row (from L to R): Wanda Allison, Melissa Harvey and Linda Dickerson. Middle Row (from L to R): April Ward and Shelia Baker. Front Row (from L to R): Hope Netterville and Samantha Poindexter

Help Prevent Bruising and Hematomas from Blood Draws

By Lisa Guzman, manager, Quality and Performance Excellence

Bruising and hematomas can occur during or after a blood draw and can cause swelling, tenderness and discoloration due to leakage of blood or plasma into the surrounding tissue. These conditions can be a source of customer complaints; and in some cases, the resulting swelling can cause pressure on other structures such as muscles, tendons and nerves and may affect functionality from tissue injury that may lead to medical/legal claims. Help prevent bruising/hematoma occurrences, complaints and potential liability by following these procedures:

- » Use only the major veins in the antecubital area of each arm.
- » Make sure the needle fully penetrates the uppermost wall of the vein at an angle of less than 30 degrees (Partial penetration can cause leakage of blood in tissues that can result in swelling.).
- » The examiner's thumb should be used to draw the skin taut and anchor the vein to help prevent it from slipping/rolling upon insertion of the needle.
- » Do not "fish" or "probe" with the needle.
- » Hold the needle and tube holder collection assembly still while collecting the specimen and changing blood tubes to prevent dislodging of the needle and a *counter puncture* on the opposite wall of the vein.
- » Only allow the tourniquet to be on the arm for one minute or less and remove the tourniquet before removing the needle. NEVER use a blood pressure cuff as a tourniquet.
- » The examiner (not the client) is solely responsible for holding direct pressure on the venipuncture site with a clean, dry gauze pad with the arm level for at least three minutes and longer until all bleeding has stopped. If the client is on aspirin or anticoagulants ("blood thinners"), the examiner must hold pressure on the site for at least five minutes and until all bleeding has stopped.
- » Before applying an adhesive bandage, double check the venipuncture site for any bleeding or hematoma formation after pressure is released.
- » Apply a small amount of pressure to the area with the gauze pad when bandaging the site. Do not use cotton balls as the cotton fibers may cling to the stasis clot/platelet plug, potentially causing the re-opening of the venipuncture site upon removal.
- » Tell the client to leave the bandage on for at least 15 minutes and avoid activity with the affected arm for at least four hours.
- » If correct procedures are followed and bruising and/or a hematoma still occurs, promptly notify your branch management so that they can follow-up and notify our EMSI Quality and Performance Excellence Department for case management and any needed resolution.

Reminders and Recaps

Here's a summary of recent EMSI news you may have missed.

Remember to handle specimens properly

Our insurance customers receive reports from the labs whenever a blood specimen has glycolysis. While the highest incidence of glycolysis reporting occurs during warmer weather, it can and does occur year-round. This condition usually occurs prior to centrifugation and lowers the insurance applicant's serum glucose, thereby yielding inaccurate information to assess the underwriting risk. Resulting low glucose values below 60mg/dl are reported by the lab to the customer as **Not Valid Due to Glycolysis (NVG)**, a source of major customer dissatisfaction. We need your assistance to reduce the incidence of glycolysis reporting by proactively taking actions to prevent this condition from occurring.

For more information, see Jody Hart's email dated July 18, 2010. ■

A Lesson in Disaster Preparedness

Imagine the worst – an earthquake, flood or tornado. What would you do if your office were affected? In May, the unexpected happened to the Nashville, TN exam office. There was a terrible flood in the Nashville area, and although the Nashville exam office wasn't directly affected by the flood, they experienced a seven day power outage. No lights, no Internet connection, no fax and no phone. Cristina Collins, the branch manager, acted quickly.

First, Cristina contacted the home office to let them know what was going on. She then called the local phone company and asked that all calls to the office be forwarded to her cell phone. Fortunately, because Cristina lives 30 minutes away from the office, her home wasn't affected by the power outage. Also, most of the Nashville examiners were able to continue to complete exams. So without Internet access at the office, Cristina took the office computer home and hooked it up to her secure, home Internet connection. For a week, Cristina managed all of the exam office business from her home. And the best part is that—no customer ever knew she was working remotely!

The quick thinking by Cristina allowed the office to continue serving their customers without a glitch! It's a lesson for all of us—never give up and always think outside of the box. Thank you, Cristina, for teaching us how to respond when a disaster strikes. ■



Cristina Collins
Nashville branch manager

Securing Paper Documents

By Kathleen Kruger, privacy officer

You have probably seen stories in the news about the security of computer systems and laptops. However, have you ever stopped to think about how to secure paper documents, especially while in the field?

Once an exam has been completed, it may contain sensitive information such as an individual's health history, names of an individual's physicians, medications, along with other personal information such as the individual's date of birth or their Social Security number, all of which might be used to identify an individual. After leaving a client's appointment, it is our responsibility to keep the information secure. Some steps that can be taken toward keeping this sensitive information protected include:

- » Keeping completed exams in a locked briefcase between appointments.
- » Keeping your locked briefcase in the trunk of a locked vehicle between appointments.
- » Never leaving paperwork in a vehicle overnight.
- » Placing the information in a secure area of your home office away from family members and house guests, if you are not able to return to the branch office after appointments.
- » Properly shredding any document containing information relative to an applicant or subject.

If you do find yourself the victim of a theft, report the incident to your regional manager or the EMSI privacy officer immediately. Remember, in selecting EMSI as a partner, our clients express confidence in EMSI's reputation as the leading provider of quality information services in the industry. Let's all make sure we are doing everything we can to maintain our client's trust.

Heritage Lab is Switching Glove Suppliers

As many of you know, Heritage Lab has placed a warning label on their lab kits regarding the gloves contained in the kit. Because the gloves had a minor amount of a certain chemical, the State of California required a warning label be included. Heritage ended up placing the warning label on kits for all states rather than trying to single out California. Heritage is now depleting this supply of gloves and switching to new gloves that do not require such labeling. ■

Handling Customer Complaints

Turn the dial on quality and improve customer satisfaction

Lisa Guzman, manager, Quality and Performance Excellence

Our response and resolution to customer complaints can make a big difference in how customers view EMSI and determine future customer loyalty. EMSI's president, chairman and CEO, Mark Davis, has an unwavering commitment to quickly resolving customer concerns and requires all who represent EMSI to promptly respond to customer needs and concerns. Here's how:

Act with a sense of urgency to all customer complaints

Show how customer-focused we are by immediately addressing, containing and correcting the problem to restore good will and make it right. Here are some specifics:

- » Take calls by the second ring when possible.
- » Listen to the customer's concern with patience, objectivity and fairness.
- » Document relevant details.
- » If a customer leaves a message or sends an email about a concern, respond within four hours.
- » Thank the customer for their feedback and say you'll get back to them soon with a status report.

Investigate problems and find solutions

Gather information and data from various sources to determine root causes and contributing factors. Find and implement intermediate and long-term solutions to reduce and prevent recurrences and improve processes.

- » Keep records of investigation, corrective and resolution actions. Be sure to get both sides and all aspects of the story.
- » Review and assess related systems, processes, workflows, equipment/supplies, training, procedures, instructions, requirements and documents. Interview and include appropriate individuals who touch the process. Identify, measure and track any errors, patterns and trends.
- » Use the information from the above step to develop or revise relevant tools.

Follow-up with the customer

To avoid escalation and potential loss of business, keep following-up with the customer who cared enough to communicate the problem in the first place.

- » Provide regular status regarding progress and resolution of the problem.
- » Explain plans for ongoing monitoring of the issue.
- » Say again how much we appreciate their time and effort to notify us of the issue and the opportunity to fix it.

Help ensure the problem doesn't return

Fixing the problem once doesn't always fix it for good. Some issues require continual follow-up to ensure it doesn't come back.

- » Conduct periodic reviews to verify solutions were successful without the issue re-surfacing.
- » Share the lessons learned and any best practices developed throughout the organization for continuous quality improvement (CQI).

At EMSI, employees are empowered to problem-solve and respond to customers. With quick response and resolution, customers will trust EMSI; and in turn, give us more business!

Looking for Great Sales Ideas!

We want to find out what you are doing to drive sales for your exam office, and we want to share your ideas with other exam offices. Send your ideas to editor@emsinet.com and you may be featured in the next issue of eNation! ■

Satisfied Customer Stories

Feedback continues to roll in about the professionalism and competence of our examiners and staff.

Field Operations (Randi Miller, process manager): "Thank you so much for your help. It's greatly appreciated; and in these instances, you do a ton to help us save our business! So a huge 'thank you' to you!"

Dallas, TX and West Palm Beach, FL offices (Jay Keyser, owner, and Debra Taylor, CSR Dallas; and Tom Solomon, owner West Palm Beach): "I want to acknowledge two branches for their prompt and efficient services, Dallas 246 and West Palm Beach 150. I can always count on these two branches to enter statuses promptly and to schedule within our TTS requirements. In addition, any time I need to call the branch, Tom at branch 150 and Debra at branch 246 are very courteous and professional! They make my job easier and I appreciate them very much." *Debbie Farrell, CSR, EMSI Healthcare Services.*

Also for **West Palm Beach, FL office (Angie Nuzum, examiner):** "My client was very happy with your work. She did a great job. Thank you."

Another for **West Palm Beach, FL office (Karen Douglas, examiner):** "I would like to say thank you to examiner, Karen Douglas, for her professionalism and caring behavior displayed at this visit. We received a call from this participant and she wanted us to know that Karen was a delight and she felt she was visiting with a friend. Please let Karen know we truly appreciate her time and professionalism."

Field Operations (Jenna Dionn, field communications manager): "This is very helpful! All in one place, received from one person - only one time, very organized. Thanks, this really helps my people!"

Denver, CO office (Corey Mahoney and Larry Swartz, examiners): "I would like to thank the Denver EMSI office for the great job during our hiring event. The collectors, Corey Mahoney and Larry Swartz, came to our event and conducted pre-employment drug tests on site. We were able to conduct approximately 37 tests during the two day event. Once the collections started it was pretty much nonstop for Corey and Larry. They were awesome!"

Phoenix, AZ Office (Karla Jensen, manager): "Kudos to the Phoenix people! The event was very well organized and the flow of applicants from interview to fingerprinting, and then drug testing could not have gone any smoother."

Dumfries, VA office (Eric Hunt, manager): "Eric at the branch was AWESOME!!!! He really made it possible to accommodate this member's exam and it went a long way! Thank you! Thank you!"

Garden Grove, CA office (Patty Schlotterbeck and DeeDee Melgoza, managers): "EMSI's team rocks and has been very accommodating and professional...Please, let everyone know how much I appreciate their part in making this trial run smoothly, effectively, efficiently, and courteously, all with a smile. It is how trials should be implemented—good job everyone."

Also for **Garden Grove, CA office:** "EMSI Garden Grove was one of the first two offices to go "live" on this high-profile account over 18 months ago. They stepped up to the plate despite the specialized protocol, and haven't missed a beat. I also have nothing but VERY good things to say about Patty and DeeDee and their dedication to the three clinic sites they service on this account. They are truly a joy, and make managing a project of this nature much easier." *Lisa Taylor, project coordinator, EMSI Clinical Services.*

Orlando South, FL office (Alfonso McDonald): "The agent ...called to say that Mac completed exams on four of her clients in an office in downtown Orlando, and they called her to say that they had a wonderful experience with Mac. She wanted to pass on the compliment."

New York Contract, NY office (David Schwab, manager): "Thank you, this is outstanding job!" *Bill Hutchins, national relationship manager, EMSI.*

Baton Rouge, LA office (Kari Lee, examiner): "Examiner came from Walker, LA and was right on time. Quite a drive to where we are outside of St. Francisville. She is a young person, and budgeted her time to be prompt. She was neat, in proper uniform... and was very appealing in both appearance and communication. She was very organized with her paperwork and all of her tools needed to perform the required exam. She offered explanations and knew answers to anything she was asked from our side. If she is an example of everyone who works for this company, she is a great one. Very professional, knowledgeable and accurate."

(Continued on page 10)

Quality Matters

Tips to improve quality, performance and customer satisfaction

By Lisa Guzman, manager, Quality and Performance Excellence

This column features tips, information and reminders to help examiners and offices perform at their best.

- » **Keep those blood specimens cool.** Help prevent glycolysis/hemolysis by following these guidelines:
 - Do not allow unused blood tubes to become warm.
 - Place collected blood with tubes upright in a cooler with refrigerant until centrifuged.
 - Promptly transfer/pour off serum from tubes as soon as centrifugation is complete.
- » **Instruct applicants to drink plenty of water.** This helps to make sure that the applicant is hydrated for the exam appointment, which yields quantity sufficient urine and blood specimens.
- » **Take blood pressures correctly.**
 - Use an aneroid sphygmomanometer, an appropriate size pressure cuff and a stethoscope. Do not use electronic/digital blood pressure equipment. An arm circumference of over 13 inches requires a larger adult cuff.
 - While applicant is in a resting state, take at least two blood pressures (one from each arm at least 3 minutes apart) unless otherwise instructed by the customer. If either BP is over 140 systolic and/or 90 diastolic, take two additional blood pressures (one from each arm 3 minutes apart) and more if instructed by customer per the spec order ticket instructions/service coding and/or customer's form.
 - By taking the required number of readings and alternating arms with the proper time intervals between readings, it is statistically unlikely to obtain identical pairs of BP readings, 3 identical readings and/or rounded off readings for the same applicant at the same appointment.
 - Record exact BP readings ending in even numbers as seen on the markings of the sphygmomanometer dial, not odd numbers. Never round off blood pressure readings or "shortcut" the process in any way.
 - Note the arm used ("LA" for Left Arm and "RA" for Right Arm) next to each BP reading recorded on the exam form.
- » **Take pulse readings for a whole minute.** Full minute pulses must be taken to assist in the detection of pulse irregularities and to determine how many irregularities occur per minute.
- » **Ensure "EMSI" is on all exam documents.** This is important for many customers to determine approved examiners and billing. Also include controlling branch office name, address and phone number.
- » **Follow new compliance in Colorado.** Examiners (paramedical and physicians) and investigators conducting services in the State of Colorado are prohibited from investigating, directly or indirectly, the sexual orientation of an insurance applicant or beneficiary.

Thank you for all you do to provide professional service for our valuable customers!

Satisfied Customer Stories

(Continued from page 1)

Indianapolis, IN office (Sarah Cowan, branch manager): "I received the following text message from one of my agents: 'Took application for a guy on Monday. Paramed on Tuesday. Approved today.' That has to be a record. Just wanted to say thanks for your good work over there!!"

Also for Indianapolis, IN office (Sarah Cowan, branch manager): "Individual success stories like this one that happen consistently will help us grow our share with this customer. Thanks for the note and congrats on a job well done." *Mark Davis, president, chairmain and CEO, EMSI.*

Field Operations (Deanne Dech, regional sales director): "Thank you for sending Deanne to us this week. She was wonderful. We do not want her to leave and are thinking of holding her hostage. I think she was very successful and we plan on some follow up calls next week. Please know she worked VERY hard, long hours and is appreciated. We want her to come back as soon as possible. Thank you Deanne. We love ya!"

New Jersey Contract office (Jesus Bienvenida, examiner): "He was very professional and she was pleased with the service she received this morning by the vendor, EMSI." ■

Customer Specification Changes

Below are the customer specification changes for the months of May and June. See your detailed specification sheets in Exam4Windows for more information.

COMPANY NAME	COMPANY #	DATE	REASON
Aviva/Amerus Life	329	05-10-10	Lab Change
Aviva/Amerus Life/Assurance for Life	4566	05-10-10	Lab Change
Aviva/Amerus Life/Highland Capital Seattle	90221	05-10-10	Lab Change
Aviva/Amerus Life/Hines Agency	5537	05-10-10	Lab Change
Aviva/Amerus Life/Jay Gordon Assoc	4664	05-10-10	Lab Change
Aviva/Amerus Life/National Brokerage	90492	05-10-10	Lab Change
Aviva/Amerus Life/One Resource Group	90251	05-10-10	Lab Change
Aviva/Amerus Life/PPN	4585	05-10-10	Lab Change
Aviva/Amerus Life/Standard Marketing	4405	05-10-10	Lab Change
Aviva/Amerus Life/Stone Agency	5540	05-10-10	Lab Change
Aviva/Amerus Life/Stover Financial Services	4484	05-10-10	Lab Change
Aviva/Amerus Life/Unkefer & Assoc	94511	05-10-10	Lab Change
Aviva/Amerus Life/Whole Life Reliaquote	5525	05-10-10	Lab Change
Aviva/Bankers Life Insurance Company of New York	1279	05-10-10	Lab Change
Aviva/Bankers Life Insurance Company of New York/ABC	94452	05-10-10	Lab Change
Aviva/Bankers Life Insurance Company of New York/Advantage One	4454	05-10-10	Lab Change
Aviva/Bankers Life Insurance Company of New York/Arlington Greene	5906	05-10-10	Lab Change
Aviva/Bankers Life Insurance Company of New York/B&B	94628	05-10-10	Lab Change
Aviva/Bankers Life Insurance Company of New York/Cave & Cheney	4843	05-10-10	Lab Change
Aviva/Bankers Life Insurance Company of New York/Crump	5629	05-10-10	Lab Change
Aviva/Bankers Life Insurance Co. of New York/1st Common Wealth	94656	05-10-10	Lab Change
Aviva/Bankers Life Insurance Company of New York/IOA	94597	05-10-10	Lab Change
Aviva/Bankers Life Insurance Company of New York/Martin	94684	05-10-10	Lab Change
Aviva/Bankers Life Insurance Company of New York/Pilot Ins.	4700	05-10-10	Lab Change
Aviva/Bankers Life Insurance Company of New York/Reed Brothers	94422	05-10-10	Lab Change
Aviva/Bankers Life Insurance Company of New York/Reliaquote	4846	05-10-10	Lab Change
Aviva/Bankers Life Insurance Company of New York/Seubert	94703	05-10-10	Lab Change
Aviva/Bankers Life Insurance Company of New York/Specific Solutions	94817	05-10-10	Lab Change
Aviva/Bankers Life Insurance Company of New York/Wis	94533	05-10-10	Lab Change
Aviva Life and Annuity Company/Countrywide Ins. Svcs.	4942	05-10-10	Lab Change
Capmar/Aviva/Amerus Life	95651	05-10-10	Lab Change
Lincoln National Life-LFA Agents	90458	05-18-10	Mailing Instructions
Assurant Health	1794	07-18-10	Informed Consent Forms
Assurant Health/Keehner	94753	06-18-10	Informed Consent Forms
Assurant Health/Producers XL	94736	06-18-10	Informed Consent Forms

Offices with Excellent ECHO Compliance



To stay competitive, we have to ensure results are available to our customers within 48 hours of the exam, which is why we've asked all branch offices to scan documents into ECHO within 48 hours after the exam for 95% or more of all orders and 98% or more of business-to-business (B2B) orders. The following offices reached these goals in May and June with the offices in blue achieving these targets for both months.

060	Akron	258	Hartford-Contract	199	San Antonio
781	Alaska-Exam	096	High Desert	119	San Diego Branch
087	Albany	004	Houston	531	San Diego Central
532	Albuquerque East	582	Indianapolis	089	Santa Clarita Valley
011	Anaheim APS	568	Indianapolis Central	260	Sarasota
589	Anaheim Hills	294	Jackson	543	Savannah
509	Anniston	572	Jacksonville	014	Seattle
068	Asheville	165	Kansas City	086	Shaker Heights
584	Atlanta Contract	259	Kingsport	067	Shreveport
065	Atlanta-North	257	Knoxville-Central	109	Sioux Falls
010	Atlanta-South	128	Lake Charles	778	Spokane
779	Baltimore	559	Lake County	266	Springdale
028	Baton Rouge	073	Las Cruces	072	St Louis Bi-State
139	Beaumont	505	Las Vegas-Contract	523	St Louis-CWI
012	Buffalo	084	Lexington	037	Tallahassee
003	Buffalo Grove	031	Little Rock	094	Tampa
556	Burlingame	079	Los Angeles Metro	517	Toledo
057	Central Jersey	097	Los Angeles-Wilshire	575	Twin Cities
058	Charlotte	743	Louisville	169	Van Nuys
099	Chattanooga	892	Louisville Contract	234	Waco
034	Chicago-North	249	Lubbock	121	Warwick
032	Chicago-South Exam	122	Melville	557	Wausau
190	Chico	186	Miami South	150	West Palm Beach
501	Cincinnati	092	Mobile	553	West Virginia
123	Cleveland	574	Modesto APS	155	Wichita
573	Columbia	116	Monroe	508	Wills Point
246	Dallas	126	Montgomery	076	Woburn
038	Denver	130	Nashville	051	Worcester
144	Des Moines	039	Nashville South		
113	Detroit Contract	212	New Orleans		
187	Downers Grove	938	New York Contract		
188	Dumfries	244	Northern California Coast		
502	Eau Claire	762	Oakland		
507	El Paso	252	Oklahoma City		
522	Elgin	198	Omaha		
291	Evansville	576	Panama City		
264	Ft. Lauderdale Metro	174	Pasadena-South		
562	Ft. Wayne	044	Phoenix Contract		
247	Ft. Worth	172	Pittsburgh		
008	Gaithersburg	017	Portland		
080	Garden Grove	170	Rockford		
549	Greenville	904	Sacramento North		
142	Gulfport	242	Salt Lake City		

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